

Qwest

Service Performance Indicator Definitions (PID)

ROC 271 Working PID Version 1.3

July 5, 2000

GA-2 – Gateway Availability – IMA-EDI

Purpose: Evaluates the quality of CLEC access to the EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled up time the EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured. <ul style="list-style-type: none"> Scheduled up time hours are 6 a.m. to 8 p.m. MT Monday through Sunday. Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. When figuring scheduled available time, the scheduled down time is subtracted from the committed available hours. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level. (See GA-1 for reporting of "Fetch-n-Stuff" and Data Arbiter systems availability.)
Formula: $\left[\frac{\text{Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period}}{\text{Number of Hours and Minutes Gateway was Scheduled to be Available During Reporting Period}} \right] \times 100$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-3 – Gateway Availability – EB-TA

Purpose: Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled up time the EB-TA Interface is available. <ul style="list-style-type: none"> The current scheduled up time hours are 24 hours a day, Monday through Friday; midnight to 11 p.m. MT on Saturday; 5 am to midnight MT on Sunday. Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: $\left[\frac{\text{Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period}}{\text{Number of Hours and Minutes Gateway Scheduled to be Available During Reporting Period}} \right] \times 100$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: <div style="text-align: center;">Available</div>	Notes:

GA-4 – System Availability – EXACT

Purpose: Evaluates the quality of CLEC access to the EXACT electronic access service request system, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EXACT system and reports the percentage of scheduled up time the EXACT system is available. <ul style="list-style-type: none">• Scheduled up time hours are 6 a.m. to 7 p.m. MT, Monday through Friday; and 7 a.m. to 5 p.m. MT on Saturday.• Scheduled down time is time identified and communicated that the system is not available due to maintenance and/or upgrade work.	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: [Number of Hours and Minutes EXACT is Available to Competing Carriers During Reporting Period / Number of Hours and Minutes EXACT was Scheduled to be Available During Reporting Period] x 100	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose: Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest's Operational Support Systems (OSS). Qwest's OSS are accessed, through the specified gateway interface.	
Description: Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface. <ul style="list-style-type: none"> Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period. The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface. A query is an individual request for the specified type of information. 	
Reporting Period: One month	
Unit of Measure: Seconds	
Reporting Comparisons: CLEC aggregate.	Disaggregation Reporting: Region-wide level. Results are reported as follows: PO-1A Pre-Order/Order Response Time for IMA (CLEC transactions) PO-1B Pre-Order/Order Response Time for EDI (CLEC transactions) Results are reported separately for each of the following transaction types: ¹ <ol style="list-style-type: none"> Appointment Scheduling (Due Date Reservation, where appointment is required) Service Availability Information Facility Availability Street Address Validation Customer Service Records Telephone Number Loop Qualification For PO-1A (transactions via IMA), <u>in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction.</u> <u>For PO-1B (transactions via EDI), request/response will be reported as a combined number.</u> <u>For both PO-1A and PO-1B in 1. Appointment Scheduling and 6. Telephone Number, a third part (c) accept screen, will be reported.</u>
Formula: $\Sigma [(Query\ Response\ Date\ \&\ Time) - (Query\ Submission\ Date\ \&\ Time)] / (Number\ of\ Queries\ Submitted\ in\ Reporting\ Period)$	
Exclusions: Rejected requests/errors	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	Standard: <u>Total Response Time</u> 1. Appointment Scheduling 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. Loop Qualification ⁴	IMA <10 seconds 30 seconds ² <25 seconds ³ <10 seconds <12.5 seconds ³ <10 seconds = 20 seconds ⁴	EDI <10 seconds 30 seconds ² <25 seconds ³ <10 seconds <12.5 seconds ³ <10 seconds = 20 seconds ⁴
Availability: 2 Available- 2 PO-1A Pre-Order/Order Response Time for IMA CLEC transactions- 2-1-6 Available 2 PO-1B Pre-Order/Order Response Time for EDI CLEC transactions 1-6 2 Under Development - Mar 00- 2 PO-1A Transaction 7 2 PO-1B Transaction 7	Notes: 1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 2. Qwest intends to reduce the Service Availability Benchmark to 25 seconds by 8/1/00. 3. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL, account >25 lines. 4. Applies to response time only.		

PO-2 – Electronic Flow-through

Purpose: Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.	
Description: PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention. <ul style="list-style-type: none"> Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. PO-2B – Measures the percentage of all flow-through-eligible LSRs that flow from the specified electronic gateway interface to the SOP without any human intervention. <ul style="list-style-type: none"> Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for PO-2A and PO-2B will be reported according to the gateway interface used to submit the LSR: <ol style="list-style-type: none"> LSRs received via IMA LSRs received via EDI
Formula: PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) / (Total Number of Electronic LSRs <u>that</u> pass through the Gateway Interface)] x 100 PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) / (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100	
Exclusions: Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).	
Product Reporting: <ul style="list-style-type: none"> Resale Unbundled Loops (with or without Local Number Portability) Local Number Portability 	Standard: PO-2A: Diagnostic PO-2B: Resale: Diagnostic (Parity expectation) Unbundled Loops: Diagnostic (85 percent expectation) LNP: Diagnostic
Availability: Under Development: <ul style="list-style-type: none"> CLEC results – <u>Apr 00 beginning with Apr 00 data on Jun 00 report</u>¹ Qwest Retail – <u>beginning with Apr data on Jun 00 report</u>May 00 	Notes:
¹ PO-2A & B-1 (IMA) and –2A & B-2 (EDI) will be reported combined until <u>Aug-Sep 00 data on Oct 00 report</u>	

PO-3 – LSR Rejection Notice Interval

Purpose: Monitors the timeliness with which Qwest notifies CLECs that electronic LSRs were rejected.	
Description: Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. <ul style="list-style-type: none"> Includes all LSRs submitted through the specified interface that are rejected during the reporting period. Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR. Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR. With hours:minutes reporting, hours counted are business hours, defined as time during normal business hours of the Wholesale Delivery Service Centers. 	
Reporting Period: One month	Unit of Measure: Hrs: Mins.
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for this indicator are reported according to the gateway interface used to submit the LSR: <ul style="list-style-type: none"> PO-3A LSRs received via IMA PO-3B LSRs received via EDI PO-3C LSRs received via facsimile
Formula: $\Sigma [(Date \text{ and time of Rejection Notice transmittal}) - (Date \text{ and time of LSR receipt})] / (\text{Total number of LSR Rejection Notifications})$	
Exclusions: None	
Product Reporting: Not applicable (reported by ordering interface).	Standard: <ul style="list-style-type: none"> PO-3A and -3B: ≤ 4.5 business hours PO-3C: ≤ 24 work week clock hours
Availability: <ul style="list-style-type: none"> Under Development: <ul style="list-style-type: none"> PO-3A – via IMA – <u>beginning with Apr 00 data on the Jun 00 report</u>¹ PO-3B – via EDI – <u>beginning with Apr 00 data on the Jun 00 report</u>² PO-3C – via fax – <u>beginning with Apr 00 data on the Jun 00 report</u>³ ¹ Temporarily not available due to a data problem. Anticipated fix is Apr 00. ² PO-3A (IMA) and PO-3B (EDI) will be reported combined until <u>Aug-Sep 00 data on the Oct 00 report</u>	Notes:

PO-4 – LSRs Rejected

Purpose: Monitors the extent LSRs are rejected as a percentage of all LSRs to provide information to help address potential issues that might be raised by the indicator of LSR rejection notice intervals.	
Description: Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. <ul style="list-style-type: none"> Includes all LSRs that are submitted through the specified interface during the reporting period. Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information; duplicate request or LSR/PON (purchase order number); no separate LSR for each account telephone number affected; no valid contract; no valid end user verification; account not working in Qwest territory; service-affecting order pending; request is outside established parameters for service; and lack of CLEC response to Qwest question for clarification about the LSR. 	
Reporting Period: One month	Unit of Measure: Percent of LSRs
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. (per multi-state system serving the state). Results for this indicator are reported according to the gateway interface used to submit the LSR: PO-4A LSRs received via IMA PO-4B LSRs received via EDI PO-4C LSRs received via facsimile
Formula: $[(\text{Total number of LSRs rejected}) / (\text{Total number of LSRs received})] \times 100$	
Exclusions: None.	
Product Reporting: Not applicable (reported by ordering interface).	Standard: No benchmark – diagnostic
Availability: <ul style="list-style-type: none"> Under Development: <ul style="list-style-type: none"> PO-4A – via IMA – <u>beginning with Apr 00 data on the Jun 00 report</u>¹ PO-4B – via EDI – <u>beginning with Apr 00 data on the Jun 00 report</u>¹ PO-4C – via fax – <u>beginning with Apr 00 data on the Jun 00 report</u>¹ ¹ Temporarily not available due to a data problem. Anticipated fix is Apr 00. ^{1a} PO-4A (IMA) and PO-4B (EDI) will be reported combined until <u>Aug-Sep 00 data on the Oct 00 report</u>	Notes:

PO-5 – Firm Order Confirmations (FOCs) On Time

Purpose: Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.	
Description: Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications. <ul style="list-style-type: none"> Includes all LSRs/ASRs that are submitted during the reporting period through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.) The interval measured is the period between the application date and time, as defined herein, and Qwest's response with a FOC notification (notification date and time). "Fully electronic" LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. "Electronic/manual" LSRs are received electronically via IMA or EDI and involve manual processing. "Manual" LSRs are received manually (via facsimile) and processed manually. ASRs are measured only in business days. LSRs will be evaluated according to the FOC interval categories shown in the "Standards" section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for this indicator are reported as follows: <ul style="list-style-type: none"> PO-5A:* FOCs provided for <u>fully electronic</u> LSRs received via: <ul style="list-style-type: none"> PO-5A-1 IMA PO-5A-2 EDI PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via: <ul style="list-style-type: none"> PO-5B-1 IMA PO-5B-2 EDI PO-5C:* FOCs provided for <u>manual</u> LSRs received via Facsimile. PO-5D: FOCs provided for ASRs requesting LIS Trunks. <p>* Each of the <u>PO-5A</u>, <u>PO-5B</u> and <u>PO-5C</u> measurements listed above will be further disaggregated as follows:</p> <ul style="list-style-type: none"> (a) FOCs provided for Resale services (b) FOCs provided for Unbundled Loops (c) FOCs provided for LNP
Formula: [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).	
Exclusions: <ul style="list-style-type: none"> LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be projects. Hours on Weekends and holidays. CLEC-requested FOC arrangements different from standard FOC arrangements. 	

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Product Reporting:	Standards:	
<ul style="list-style-type: none"> For PO-5A, -5B and -5C: <ul style="list-style-type: none"> (a) Resale services (b) Unbundled Loops (all types). (c) LNP For PO-5D: LIS Trunks. 	• For PO-5A (all):	95% within 20 minutes
	• For PO-5B (all):	90% within standard FOC intervals (specified below)
	• For PO-5C (manual):	90% within standard FOC intervals specified below PLUS 24 hours
	• For PO-5D (LIS Trunks):	85% within eight business days
	Standard FOC Intervals for PO-5B and PO-5C	
	Product Group <small>Note 1</small>	FOC Interval
	Resale	24 hours
	Residence and Business POTS 1-39 lines ISDN-Basic 1-10 lines Conversion As Is Adding/Changing features Add primary directory listing to established loop Add call appearance Centrex Non-Design 1-19 lines with no Common Block Configuration Centrex line feature changes/adds/removals (all)	
	LNP 1-24 lines	
	Unbundled Loops (all types) 1-24 loops	
	Unbundled Network Element-Platform (UNE-P) Conversions as-is (including UNE-P to UNE-P conversion and Resale to UNE-P conversion) 1-X lines (where "X" lines is the same number of lines applying to the FOC interval for the like resale service)	
	Resale	48 hours
	ISDN-Basic 1-10 lines Conversion As Specified New Installs Address Changes Change to add Loop ISDN-PRI (Facility) 1-3	
	PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	
	LNP 25-49 lines	
	Resale	72 hours
	Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) 1-10 lines – With Common Block Configuration required – Initial establishment of Centrex CMS services – Tie lines or NARs activity – Subsequent to initial Common Block Station lines Automatic Route Selection Uniform Call Distribution Additional numbers	

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

	Resale ISDN-PRI (Trunks)	1-12 trunks	96 hours
	For PO-5D: LIS Trunks	1-240 trunk circuits	8 business days
Availability <ul style="list-style-type: none"> Available <ul style="list-style-type: none"> PO-5D Under Development with no Product level reporting: <ul style="list-style-type: none"> PO-5A – Apr-Jun 00 data on July report PO-5B and PO-5C – Apr-Jun 00 data on July report, reported in accordance with the Interim Standards defined in the Notes section at right Under Development- with Product level reporting and per Standard FOC Intervals defined above (non-interim): <ul style="list-style-type: none"> PO-5A – beginning with Apr 00 data on the Sep 00 report Apr 00 PO-5B – beginning with Apr 00 data on the Sep 00 report Apr 00^{1, 2, 3} PO-5C – beginning with Apr 00 data on the Sep 00 report Apr 00^{2, 3} <p>² Unbundled Loops – Analog changing application date to eliminate 3 p.m. cutoff – Apr 00</p> <ul style="list-style-type: none"> Exclusion of ICB's for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3 – beginning with Jan 01 on the Feb 01 report 		Notes: <ol style="list-style-type: none"> LSRs with quantities above the highest number specified for each product type are considered ICB. INTERIM STANDARDS for PO-5B and PO-5C – The following standards will apply to PO-5B and PO-5C until the capability to measure according to the above Standard FOC Intervals is developed (as stated in Availability section at left). These standards consolidate all of the products (including ICB for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3) measured by PO-5B and PO-5C into one standard FOC interval category each, applying the most stringent (shortest) FOC intervals as the standards: <ul style="list-style-type: none"> PO-5B: 90% within 24 hours PO-5C: 90% within 48 hours 	
¹ PO-5B-1 (IMA) and -5B-2 (EDI) will be reported combined until Aug 00 Sep 00 data on the Oct 00 report			
² Inclusion of Centrex and ISDN results – Sep 00 data on the Oct 00 report Aug 00			
³ Inclusion of UNE-P results – Nov 00 data on Dec 00 report			

PO-7-6(ROC) – Work Completion Notification Timeliness Interval (Replaces the former PO-6) ^{NOTE 1}

Purpose: To evaluate the timeliness of Qwest issuing electronic notification to CLECs that provisioning work on an order has been completed and the service is available to the customer.	
Description: <ul style="list-style-type: none"> Includes all orders posted as completed in the Qwest Service Work Force Administration (WFA) System in the reporting period, subject to exclusions shown below. The start time is when the physical completion of the order is posted in the WFA System. The end time is when the electronic order completion notice is transmitted to the CLEC via the same ordering interface. 	
Reporting Period: One month	Unit of Measure: PO – 6 ^{NOTE 1&2} Percent PO-6A - 6B Hrs: Min.
Reporting Comparisons: CLEC aggregate and individual CLEC results.	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> PO – 6 Percent of notices transmitted by noon the next business day PO-7A-6A Notices transmitted via IMA PO-7B-6B Notices transmitted via EDI
Formula: $PO - 6 = \left[\frac{\text{Total Number of Notifications Transmitted by noon the next business day}}{\text{Total Number of Orders Completed}} \right] \times 100$ $PO - 6A - 6B = \frac{\text{Date and Time Completion Notification transmitted to CLEC} - \text{Date and Time Work Completion posted in WFA}}{\text{Number of orders completed in reporting period}}$	
Exclusions: <ul style="list-style-type: none"> PO – 6 None PO – 6A - 6B LSRs submitted manually (e.g., via facsimile). 	
Product Reporting: PO – 6 All completion notifications, except LIS Trunk orders PO – 6A - 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Standard: PO-7A and PO-7B Diagnostic
Availability: <ul style="list-style-type: none"> Available – PO - 6 Under Development – PO - 6A - 6B beginning with Jan 01 data on Feb 01 report 	Notes: <ol style="list-style-type: none"> Results currently reported for PO-6 for Jan 00 forward are based on the definition specified in the disaggregation reporting section. When PO – 6A & 6B are developed it is anticipated that PO - 6, reported as a percentage, will be retired.

PO-67 (ROC) – Billing Completion Notification Timeliness

Purpose: To evaluate the timeliness with which electronic billing completion notifications are transmitted to CLECs, focusing on the percentage of orders for which notifications are transmitted (for CLECs) or posted in the billing system (for Qwest retail) within five business days.	
Description: <ul style="list-style-type: none"> This measurement includes all orders completed in the Qwest SOP, subject to exclusions shown below. Intervals used in this measurement are from the time an order is completed in the SOP to the time billing completion for the order is notified to the CLEC or, for Qwest results, to the time posted in the billing system. Intervals counted in the numerator of this measurement are those that are five business days or less. <ul style="list-style-type: none"> For CLEC results, the start time is when the completion of the order is posted in the Qwest SOP. The end time is when, confirming that the order has been posted in the CRIS billing system, the electronic billing completion notice is transmitted to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR. For Qwest retail results, the start time is when the completion of the order is posted in the SOP. The end time is when the order is posted in the CRIS billing system. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: PO-6A-7A and -6B7B: CLEC aggregate and individual CLEC results. PO-6C7C: Qwest retail results.	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> PO-6A7A Notices transmitted via IMA-GUI PO-6B7B Notices transmitted via IMA-EDI PO-6C7C Billing system posting completions for Qwest Retail
Formula: (Number of electronic billing completion notices in the reporting period transmitted within five business days of posting complete in the SOP) / (Total Number of service orders posted as completed in the SOP during the reporting period)	
Exclusions: <ul style="list-style-type: none"> Complex Resale orders. LSRs submitted manually. ASRs submitted via EXACT. LSRs for Local Number Portability 	
Product Reporting: Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Standard: TBD (pending completion of development) (Anticipated for PO-6A-7A and -6B7B: Parity with PO-6C7C, if possible with the resulting measurement.)
Availability: <ul style="list-style-type: none"> Under Development – <u>beginning -with Jan 01 data on Feb 01 report</u> 	Notes:

PO-8 – Jeopardy Notice Interval

Purpose: Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).	
Description: Measures the average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order. <ul style="list-style-type: none"> Includes all orders receiving jeopardy notifications in the reporting period. 	
Reporting Period: One month	Unit of Measure: Average Business days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: $[\Sigma(\text{Date of the original due date of orders receiving jeopardy notification} - \text{Date of the first jeopardy notification}) / \text{Total orders receiving jeopardy notification}]$	
Exclusions: Jeopardies done after the original due date is past.	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops and Number Portability C LIS Trunks 	Standard: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) services
Availability: 2.Under Development <ul style="list-style-type: none"> <u>A - Non-Designed Services - beginning with Mar 00 on the Jun 00 report</u> Mar 00 <u>B - Unbundled Loops and Number Portability – Mar beginning with Mar 00 data on the Jun 00 report</u> 00 <u>C - LIS Trunks and FGD – beginning with Mar 00 data on the Jun 00 report</u> Mar 00 	Notes:

PO-9 – Timely Jeopardy Notices

Purpose: When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.	
Description: Measures the percentage of late orders for which advance jeopardy notification is provided. <ul style="list-style-type: none"> Includes all orders having missed original due date. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: (Total missed due date orders receiving jeopardy notification in advance of original due date) / (Total number of missed due date orders) x 100	
Exclusions: <ul style="list-style-type: none"> Orders missed for customer reasons. Jeopardy notifications-after the original due date is past. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops and Number Portability C LIS Trunks (available) 	Standard: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) Services
Availability: <ul style="list-style-type: none"> Under Development <ul style="list-style-type: none"> A - Non-Designed Services – <u>beginning with Mar 00 data on the Jun 00 report</u>Mar 00 B - Unbundled Loops and Number Portability – <u>beginning with Mar 00 data on the Jun 00 report</u>Mar 00 C - LIS Trunks and FGD – <u>beginning with Mar 00 data on the Jun 00 report</u>Mar 00 	Notes:

PO-10 (ROC) – LSR Accountability

Purpose: Evaluates the degree to which Qwest can account for all LSRs received electronically.	
Description: Measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has issued (confirmed) or accounted for in specific status categories, as a percentage of all LSRs received in the reporting period. <ul style="list-style-type: none"> Includes all LSRs that are received via the IMA-GUI and IMA-EDI interfaces, subject to exclusions specified below. Status categories accounted for include: <ul style="list-style-type: none"> Pending (i.e., assigned to a center representative for handling); Supplemented (i.e., subsequent version of request that has not been confirmed or rejected at time of reporting); Cancelled (by the CLEC prior to Qwest returning confirmation to the CLEC); Rejected (i.e., rejection notice has been sent to the CLEC); Issued (i.e., the order has been processed and confirmation has been returned to the CLEC); Error (i.e., auto-logging error indicating a field value mismatch between the electronic interface and the Customer Request Management (CRM) system, at time of reporting, in parallel with the ordering processing in a manner that does not impede timeliness); Project (i.e., routed to project management for handling); 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: (Count of all LSRs issued or in status categories specified above) / (Total number of LSRs received in reporting period) x 100 ^{NOTE 1}	
Exclusions: <ul style="list-style-type: none"> Front-end rejects (e.g., 997notifications) that would not be eligible for confirmation or rejection 	
Product Reporting: None	Standard: Diagnostic ^{NOTE 2}
Availability: <ul style="list-style-type: none"> Under Development – TBDbeginning with July 00 data on the Aug 00 report 	Notes: This is a draft proposal for consideration in the ROC OSS Test as a temporary measurement. <ol style="list-style-type: none"> Results that nominally exceed 100 percent may be due to timing differences in obtaining the quantities for the status categories (numerator) and for the total LSRs received (denominator). It is also possible for results to nominally fall short of 100 percent for the same reason. Because Qwest has a mechanized auto-logging process for tracking LSRs, Qwest believes the ROC TAG will determine this measurement to be unnecessary after being audited in the ROC Test. Accordingly, Qwest may approach the TAG to withdraw this measurement after the Test, after reporting multiple consecutive months demonstrating that Qwest adequately tracks and accounts for LSRs.

PO-15 (ROC) – Number of Due Date Changes per Order

Purpose: To evaluate the extent to which Qwest changes due dates on orders.	
Description: Measures the average number of Qwest due date changes per order. <ul style="list-style-type: none"> Includes all orders that have been assigned a due date in the reporting period. Counts all due date changes made for Qwest reasons following assignment of the original due date. 	
Reporting Period: One month	Unit of Measure: <u>Average</u> Number of Due Date Changes
Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest retail results.	Disaggregation Reporting: Statewide level.
Formula: $\Sigma(\text{Count of Qwest due date changes on all orders}) / (\text{Total orders in reporting period})$	
Exclusions: <ul style="list-style-type: none"> Customer requested due date changes. 	
Product Reporting: None	Standard: Diagnostic
Availability: <ul style="list-style-type: none"> Under Development – <u>beginning with Sep 00 data on the Oct 00 report</u>Sep 00 	Notes:

Ordering and Provisioning

OP-2 – Calls Answered within Twenty Seconds – Interconnect Provisioning Center

Purpose: Evaluates the timeliness of CLEC access to Qwest's interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds	
Description: Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below. Abandoned calls are counted as missed. First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). Answer is defined as when the call is first picked up by the Qwest agent. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail results	Disaggregation Reporting: Region-wide level.
Formula: $[(\text{Total Calls Answered by Center within 20 seconds}) / (\text{Total Calls received by Center})] \times 100$	
Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
Exclusions: Time spent in the VRU Voice Response Unit is not counted.	
Product Reporting: Not applicable	Standard: Parity
Availability: <div style="text-align: center;">Available</div>	Notes:

OP-3 – Installation Commitments Met

Purpose: Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.	
Description: Measures the percentage of orders for which the scheduled due date is met. <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. These include orders with customer-requested due dates longer than the standard interval. Completion date on or before original due date is counted as a met due date. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving: <ul style="list-style-type: none"> OP-3A Dispatches within MSAs; OP-3B Dispatches outside MSAs; and OP-3C No dispatches. Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to installations: <ul style="list-style-type: none"> OP-3D In High Density areas; and OP-3E In Low Density areas.
Formula: $[(\text{Total Orders completed on Original Due Date}) / (\text{Total Orders Completed})] \times 100$	
Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on the original due date by the total number of service orders completed during the measurement period.	
Exclusions: <ul style="list-style-type: none"> Disconnect, From (another form of disconnect) and Record order types. Due dates missed for standard categories of customer reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, or customer requested a later due date when the technician arrived to do the work. 	

OP – 3 Installation Commitments Met (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
Density-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
• Unbundled Loops:	
Analog Loop	TBD (pending conclusion of discussions among parties) 90%
Non-loaded Loop (2-wire)	TBD (pending conclusion of discussions among parties) 90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	TBD (pending conclusion of discussions among parties) 90%
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
Availability:	Notes:
• Available: <u>Performance results and statistical parameters (except as noted below)</u>	
• Under Development:	
– Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report	
– Disaggregation of UDITs beginning with Jun 00 data on the Jul 00 report	
– Statistical parameters for comparison of unbundled loop results with specified retail comparative – beginning with Jun 00 data on the Jul 00 report	

OP-4 – Installation Interval

Purpose: Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.	
Description: Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented. <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1). 	
Reporting Period: One month Unit of Measure: Average Business Days	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving: <ul style="list-style-type: none"> OP-4A Dispatches within MSAs; OP-4B Dispatches outside MSAs; and OP-4C No dispatches. Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to installations: <ul style="list-style-type: none"> OP-4D In High Density areas; and OP-4E In Low Density areas.
Formula: $\Sigma[(\text{Order Completion Date}) - (\text{Order Application Date})] / \text{Total Number of Orders Completed}$	
Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.	
Exclusions: <ul style="list-style-type: none"> Orders with customer requested due dates greater than the current standard interval. (This exclusion does <u>not</u> apply to LIS trunks and products reported under "MSA-Type Disaggregation," for which orders for all requested intervals are included.) Orders with intervals lengthened due to customer-caused delays. Disconnect, From (another form of disconnect) and Record order types. 	

OP-4 – Installation Interval (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
Density-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks separately reported
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Lines above DS1 level
• Unbundled Loops:	
Analog Loop	High Density – 6 days Low Density – 7 days TBD (pending conclusion of discussions among parties)
Non-loaded Loop (2-wire)	High Density – 6 days Low Density – 7 days TBD (pending conclusion of discussions among parties)
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	High Density – 6 days Low Density – 7 days TBD (pending conclusion of discussions among parties)
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
Availability:	Notes:
• Available: Performance results and statistical parameters (except as noted below)	
• Under Development:	
– Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report	
– Disaggregation of UDITs beginning with Jun 00 data on the Jul 00 report	
– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

OP-5 – New Service Installation Quality

Purpose:

Evaluates quality of ordering and installation of services, focusing on (A) the average monthly extent that new order installations were free of trouble reports for thirty (30) calendar days following installation and (B) The percentage of new service installations that experienced a trouble report during the period from the installation date to the date the order is posted complete.

Description:

OP-5A Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.

- New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5A formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines.
- All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.

OP-5B Measures the monthly average percentage of trouble reports reported by the CLEC on or after the day the order is installed and prior to the completion of the order in Qwest's service order processor.

- New installation orders used in calculating this performance indicator (appearing in the denominator of the OP-5B formula shown below) are all inward orders for the current reporting period, (including change (C-type) orders for additional lines).
- Includes both out of service and service affecting trouble reports, subject to exclusions shown below.

Reporting Period: One month (for trouble reports); Average of prior and current reporting month (for new installation activity) in OP-5A);
Current reporting month (for new installation activity in OP-5B).

Unit of Measure: Percent of recently-completed orders

Reporting

Comparisons:

CLEC aggregate,
individual CLEC and
Qwest Retail results

Disaggregation Reporting: Statewide level.

- Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-5A and OP-5B according to orders involving:
 - 1 Dispatches within MSAs;
 - 2 Dispatches outside MSAs; and
 - 3 No dispatches.
- Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to installations:
 - 4 In High Density areas; and
 - 5 In Low Density areas.

Formula:

OP-5A = $\left[\frac{((\text{Number of New Installation Orders completed in the [prior + current months]/2) - (\text{Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion}))}{(\text{Number of New Installation Orders completed in the [prior + current months]/2})} \right] \times 100$

OP-5B = $\left[\frac{(\text{Count of troubles reported by CLEC on or after the day of installation and prior to the order being posted as complete})}{(\text{Number of New Installation Orders completed in the current reporting period})} \right] \times 100$

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), and inside wire.
- Subsequent trouble reports for the same trouble before it is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- For OP-5A reports of troubles received on day of installation before provisioning order is closed as complete.
- For OP-5B: Trouble Reports for which Qwest has no record of a pending order.

OP-5 – New Service Installation Quality (Continued)

Product Reporting:		Standards:	
MSA-Type Disaggregation -		OP-5A	OP-5B
• Resale			Diagnostic
Residential single line service		Parity with retail service	
Business single line service		Parity with retail service	
Centrex		Parity with retail service	
Centrex 21		Parity with retail service	
PBX Trunks		Parity with retail service	
Basic ISDN		Parity with retail service	
Megabit		Parity with retail service	
• Unbundled Network Element – Platform (UNE-P) (POTS)		Parity with like retail service	
Density-Type Disaggregation-			
• Resale			
Primary ISDN		Parity with retail service	
DS0		Parity with retail service	
DS1		Parity with retail service	
DS3 and higher bit-rate services (aggregate)		Parity with retail service	
Frame Relay		Parity with retail service	
• LIS Trunks		Parity with Qwest Interoffice Trunks (separately reported)	
• Unbundled Dedicated Interoffice Transport (UDIT)			
UDIT – DS1 level		Parity with retail DS1 Private Lines	
UDIT – Above DS1 level		Parity with retail Private Lines above DS1 level	
• Unbundled Loops:			
Analog Loop		Parity with retail Res and Bus POTS with dispatch	
Non-loaded Loop (2-wire)		Parity with retail ISDN BRI	
Non-loaded Loop (4-wire)		Parity with retail DS1	
DS1-capable Loop		Parity with retail DS1	
ISDN-capable Loop		Parity with retail ISDN BRI	
ADSL-qualified Loop		Parity with retail MegaBit with dispatch	
Loop types of DS3 and higher bit-rates (aggregate)		Parity with retail DS3 and higher bit-rate services (aggregate)	
• E911/911 Trunks		Parity with retail E911/911 Trunks	
Availability:		Notes:	
• Available: 2OP-5A (except as noted below) *			
• Under Development:			
– OP-5A - Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report			
– OP-5A - Disaggregation of Unbundled Loop types and UDITS for repair – beginning with Jun 00 data on the Jul 00 report			
– OP-5B -- beginning with Sep 00 data on the Oct 00 report			
– Statistical parameters for comparison of			

OP-5 – New Service Installation Quality (Continued)

unbundled loop results with specified retail
comparative - beginning with Jun 00 data
on the Jul 00 report

*MSA and density type disaggregation temporarily
not available.

OP-6 – Delayed Days

Purpose: Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.	
Description: OP-6A – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for non-facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest, are measured, subject to exclusions specified below. OP-6B – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest due to facility reasons, are measured, subject to exclusions specified below.	
Reporting Period: One month	Unit of Measure: Average Business Days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-6A and OP-6B according to orders involving: <ol style="list-style-type: none"> 1. Dispatches within MSAs; 2. Dispatches outside MSAs; and 3. No dispatches. Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to installations: <ol style="list-style-type: none"> 4. In High Density areas; and 5. In Low Density areas.
Formula: OP-6A = $\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Original Due Date of late order})] / (\text{Total Number of Late Orders for non-facility reasons})$ OP-6B = $\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Original Due Date of late order})] / (\text{Total Number of Late Orders for facility reasons})$	
Exclusions: Orders delayed due to Customer reasons are excluded.	

OP-6 – Delayed Days (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale -	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
Density-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit, with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
Availability:	Notes:
• Available: Performance results and statistical parameters (except as noted below)	
• Under Development:	
– Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report	
– Disaggregation of UDITs beginning with Jun 00 data on the Jul 00 report	
– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

OP-7 – Coordinated “Hot Cut” Interval – Unbundled Loop

Purpose: Evaluates the duration of completing coordinated “hot cuts” of unbundled loops, focusing on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.	
Description: Measures the average time to complete coordinated “hot cuts” for unbundled loops, based on intervals beginning with the “lift” time and ending with the completion time of Qwest’s applicable tests for the loop. <ul style="list-style-type: none"> Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below. “Hot cut” refers to moving the service of existing customers from Qwest’s switch/frames to the CLEC’s equipment, via unbundled loops, that will serve the customers. “Lift” time is defined as when Qwest disconnects the existing loop. “Completion time” is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC. 	
Reporting Period: One month	Unit of Measure: Minutes and seconds
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: $\frac{\Sigma[\text{Completion time} - \text{Lift time}]}{(\text{Total Number of unbundled loops with coordinated cutovers completed in the reporting period})}$	
Exclusions: Time intervals during the cutover process associated with CLEC-caused delays.	
Product Reporting: Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> Analog Loops All other Loop Types 	Standard: Diagnostic in light of OP-13 (Coordinated Cuts On Time)
Availability: <ul style="list-style-type: none"> Under Development – beginning with Apr 00 data on the Jun 00 report Apr 00 	Notes:

OP-8 – Number Portability Timeliness

Purpose: Evaluates the timeliness of cutovers of local number portability (LNP).	
Description: OP-8B – <u>Coordinated Local Number Portability (LNP) Timeliness (percent)</u> : Measures the percentage of coordinated LNP triggers set prior to the scheduled start time for the loop. <ul style="list-style-type: none"> All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below. “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time. OP-8C – <u>Non-Coordinated LNP Triggers Set on Time (percent)</u> Measures the percentage of LNP triggers set prior to the Frame Due Time established by the CLEC when placing the order. <ul style="list-style-type: none"> All orders for LNP for which coordination was not requested are included. <ul style="list-style-type: none"> For purposes of these measurements (OP-8B and -8C), “trigger” refers to the “10-digit unconditional trigger” or Line Side Attribute (LSA) that is set or translated by Qwest. 	
Reporting Period: One month	Unit of Measure: Percent of triggers set on time
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: OP-8B = [(Number of LNP triggers set before the loop “lay” time) / (Total Number of LNP activations coordinated with unbundled loops completed)] x 100 OP-8C = [(Number of LNP triggers set before the Frame Due Time) / (Total Number of LNP activation completed)] x 100	
Exclusions: CLEC-caused delays in trigger setting.	
Product Reporting: None	Standard: 95%
Availability: <ul style="list-style-type: none"> Under Development – <u>beginning with Apr 00</u> <u>data on the Jun 00 report</u>Mar 00 	Notes:

OP-13 – Coordinated Cuts On Time – Unbundled Loop

Purpose:

Evaluates the percentage of coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time and the percent that were started without CLEC approval.

Description:

- Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below.
 - OP-13A – Measures the percentage of LSRs (CLEC orders) for all coordinated cuts of unbundled loops that are started and completed on time. For coordinated loop cuts to be counted as “on time” in this measurement, the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the committed order due time.
 - OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval.
 - The “actual start” time is defined as the time Qwest “lifts” the loop.
 - “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time.
 - The “committed order due time” is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time:
 - Analog unbundled loops:
 - 1 to 16 lines: 1 Hour
 - 17 to 24 lines: 2 Hours
 - 25+ lines: Project*
 - All other unbundled loops:
 - 1 to 5 lines: 1 Hour
 - 6 to 8 lines: 2 Hours
 - 9 to 11 lines: 3 Hours
 - 12 to 24 lines: 4 Hours
 - 25+ lines: Project*
- *For Projects, the committed order due times, scheduled due dates, and appointment times will be negotiated between CLEC and Qwest.
- “Actual end time” is defined as when Qwest notifies the CLEC that the Qwest physical work and the appropriate tests have been successfully accomplished, including the Qwest portion of any coordinated LNP orders.

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results

Disaggregation Reporting: Statewide level.
Results for this measurement will be reported according to:
OP-13A Cuts Completed On Time
OP-13B Cuts Started Without CLEC Approval

OP-13 – Coordinated Cuts On Time – Unbundled Loop (continued)

Formula: <ul style="list-style-type: none"> OP-13A = (Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time") / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100 OP-13B = (Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100 	
Exclusions: Applicable to OP-13A: <ul style="list-style-type: none"> Time intervals during the cutover process associated with CLEC-caused delays; CLEC not ready by 30 minutes after the Appointment Time. Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines. 	
Product Reporting: Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> Analog Loops All Other Loops 	Standard: OP-13A: 95 Percent or more OP-13B: Diagnostic
Availability: <ul style="list-style-type: none"> Under Development – <u>beginning with Apr 00</u> data on the Jun 00 report Apr 00 	Notes:

OP-15 – Interval for Pending Orders Delayed Past Due Date

Purpose: Evaluates the extent to which Qwest's pending orders are late, focusing on the average number of days the pending orders are delayed past the due date, as of the end of the reporting period.	
Description: OP-15A - Measures the average number of business days that pending orders are delayed beyond the original due date for reasons attributed to Qwest. <ul style="list-style-type: none"> Includes all pending inward orders (Change, New, and Transfer order types) for which the original due date assigned by Qwest has been missed, subject to exclusions specified below. OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons.	
Reporting Period: One month	Unit of Measure: OP-15A – Average Business Days OP-15B – Number of orders pending facilities
Reporting Comparisons: CLEC aggregate, individual CLEC, Qwest retail	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-15A and OP-15B according to orders involving: <ol style="list-style-type: none"> 1 Dispatches within MSAs; 2 Dispatches outside MSAs; and 3 No dispatches. Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated for OP-15A and OP-15B according to installations: <ol style="list-style-type: none"> 4 In High Density areas; and 5 In Low Density areas.
Formula: OP-15A - $\frac{\sum[(\text{Last Day of Reporting Period}) - (\text{Original Due Date of Late Pending Order})]}{(\text{Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period})}$ OP-15B - (Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons)	
Exclusions: <ul style="list-style-type: none"> Pending orders delayed due to Customer reasons are excluded. 	

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

Product Reporting:	Standards: OP-15B = diagnostic only
MSA-type Disaggregation -	For OP-15A:
• Resale	
Residential single line service	Diagnostic (Expectation: Parity with retail service)
Business single line service	Diagnostic (Expectation: Parity with retail service)
Centrex	Diagnostic (Expectation: Parity with retail service)
Centrex 21	Diagnostic (Expectation: Parity with retail service)
PBX Trunk	Diagnostic (Expectation: Parity with retail service)
Basic ISDN	Diagnostic (Expectation: Parity with retail service)
Megabit	Diagnostic (Expectation: Parity with retail service)
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic (Expectation: Parity with retail service)
Density-type Disaggregation -	
• Resale	
Primary ISDN	Diagnostic (Expectation: Parity with retail service)
DS0	Diagnostic (Expectation: Parity with retail service)
DS1	Diagnostic (Expectation: Parity with retail service)
DS3 and higher bit-rate services (aggregate)	Diagnostic (Expectation: Parity with retail service)
Frame Relay	Diagnostic (Expectation: Parity with retail service)
• LIS Trunks	Diagnostic (Expectation: Parity with Qwest Interoffice Trunks) (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic (Expectation: Parity with DS1 Private Line- Service)
UDIT – Above DS1 level	Diagnostic (Expectation: Parity with Private Line- Services above DS1 level)
• Unbundled Loops:	
Analog Loop	Diagnostic (Expectation: Parity with retail Res and Bus POTS with dispatch)
Non-loaded Loop (2-wire)	Diagnostic (Expectation: Parity with retail ISDN BRI)
Non-loaded Loop (4-wire)	Diagnostic (Expectation: Parity with retail DS1)
DS1-capable Loop	Diagnostic (Expectation: Parity with retail DS1)
ISDN-capable Loop	Diagnostic (Expectation: Parity with ISDN-BRI)
ADSL-qualified Loop	Diagnostic (Expectation: Parity with retail MegaBit with dispatch)
Loop types of DS3 or higher bit rate (aggregate)	Diagnostic (Expectation: Parity with retail DS3 and higher bit-rate services (aggregate))
• E911/911 Trunks	Diagnostic (Expectation: Parity with retail E911/911 Trunks)
Availability:	Notes:
<ul style="list-style-type: none"> Under Development – April 00 <ul style="list-style-type: none"> Products reported with Density-type Disaggregation - beginning with Apr 00 data on the Jul 00 report Products reported with MSA-type Disaggregation - beginning with Apr 00 data on the Aug 00 report 	